UNITED
NATIONS

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Secretariat

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INFORMATION CIRCULAR

To: Members of the Staff at Headquarters

From: The Assistant Secretary-General for General Services

Subject: TELEPHONE AND FACSIMILE COMMUNICATIONS SERVICES TO UNITED NATIONS OFFICES, SPECIALIZED AGENCIES AND PEACE-KEEPING MISSIONS

1. The United Nations leased line network has been upgraded. The purpose of the present circular is to inform staff members of the telephone and facsimile services currently available between United Nations Headquarters and the United Nations local and overseas offices listed below. The procedures to be followed when making official telephone or facsimile calls are also outlined below. Telephone access to these locations has been made more convenient and efficient by allowing the direct dialling of an extension without operator assistance. Similarly, facsimile calls, which previously could have been forwarded only by the Telegraph Unit, can now be made from any facsimile machine within the Headquarters complex. When a call is made, the originating extension and department are registered automatically, so that the appropriate account code may be charged for the call. By following the described procedures, staff members will utilize the United Nations leased line network, resulting in charges substantially lower than commercial rates. It must be borne in mind that, since the number of access lines is limited, staff members are required to keep telephone and facsimile calls brief and to the essential minimum.

United Nations Office at Geneva

United Nations Office at Vienna

Economic Commission for Latin America and the Caribbean (ECLAC), Santiago

Economic and Social Commission for Asia and the Pacific (ESCAP), Bangkok

Economic Commission for Africa (ECA), Addis Ababa

United Nations Educational, Scientific and Cultural Organization (UNESCO), Paris

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United Nations Children's Fund (UNICEF), New York

United Nations Population Fund (UNFPA), New York

United Nations Development Programme (UNDP), New York

United Nations Office at Nairobi

United Nations peace-keeping and observer missions

I. TELEPHONE SERVICES TO UNITED NATIONS OFFICES AT GENEVA, VIENNA, SANTIAGO, BANGKOK, UNESCO (PARIS), UNICEF (NEW YORK), UNFPA (NEW YORK) AND UNDP (NEW YORK)

2. Telephone calls can be placed from Headquarters to these offices by dialling an access code as indicated below, waiting for the remote dial tone and then dialling the remote telephone extension.

United Nations Office at Geneva	26 + extension
United Nations Office at Vienna	28 + extension
ECLAC (Santiago)	29 + extension
ESCAP (Bangkok)	61 + extension
UNESCO (Paris)	62 + extension
UNFPA (New York)	63 + extension
UNICEF (New York)	5 + extension
UNDP (New York)	4 + extension

II. TELEPHONE SERVICES TO OTHER OFFICES AT GENEVA, VIENNA, SANTIAGO, BANGKOK AND PARIS

3. Telephone calls to offices in Geneva outside the Palais des Nations such as the International Labour Organisation (ILO), the World Health Organization (WHO), the Office of the United Nations High Commissioner for Refugees (UNHCR) and the International Trade Centre UNCTAD/GATT (ITC) can be placed as follows:

(a) Dial 26 and wait for the dial tone from the United Nations Office at Geneva telephone exchange;

(b) Dial the appropriate digit from the list below for the desired office and wait for the dial tone:

ILO	6
WHO	7
UNHCR	8
ITC	9

(c) Dial the extension number.

4. Telephone calls to other offices at Geneva outside the Palais des Nations can be made as follows:

(a) Dial 26 and wait for the United Nations Office at Geneva telephone exchange;

(b) Dial "0" and wait for the dial tone from the city exchange;

(c) Dial the seven-digit Geneva telephone number.

5. Telephone calls to Vienna outside the Vienna International Centre can be made as follows:

(a) Dial 28 and wait for the dial tone from the Vienna International Centre exchange;

(b) Dial "0" and wait for the dial tone from the city exchange;

(c) Dial the six or seven-digit Vienna telephone number.

6. Telephone calls to Santiago outside the ECLAC office can be made as follows:

(a) Dial 29 and wait for the dial tone from the ECLAC exchange;

(b) Dial 9 and wait for the dial tone from the city exchange;

(c) Dial the seven-digit Santiago telephone number.

7. Telephone calls to Bangkok outside the ESCAP office can be made as follows:

(a) Dial 61 and wait for the dial tone from the ESCAP telephone exchange;

(b) Dial "0" and wait for the dial tone from the city telephone exchange;

(c) Dial the seven-digit Bangkok telephone number.

8. Telephone calls to Paris outside the UNESCO office can be made as follows:

(a) Dial 62 and wait for the dial tone from the UNESCO exchange;

(b) Dial "0" and wait for the dial tone from the city exchange;

(c) Dial the eight-digit Paris telephone number.

III. TELEPHONE SERVICES TO THE UNITED NATIONS OFFICES AT ADDIS ABABA AND NAIROBI

9. Telephone access to the United Nations offices at Addis Ababa and Nairobi can be obtained through the operator at Headquarters. Please note that telephone service to these locations is unavailable during the times indicated below, as these periods are reserved for data transmission.

Addis Ababa	Nairobi
(New York local time)	
3-5 a.m.	1-2 a.m.
	8-9.30 a.m.
	1-3 p.m.

(a) Dial "0" for the Headquarters operator and request a connection to the appropriate duty station;

(b) Give the operator the desired extension or the name of the staff member to whom you wish to speak and the operator will connect you.

IV. TELEPHONE SERVICES TO UNITED NATIONS PEACE-KEEPING AND OBSERVER MISSIONS

10. Telephone connections to missions can be accessed through the Headquarters telephone operator, by dialling "0".

(a) Owing to the importance of these circuits to United Nations peace-keeping and field operations, users are advised to expect reasonable delays when placing calls. In addition, calls may be interrupted to allow priority communications from the Secretary-General's office;

(b) When placing calls to missions, the telephone operator will request the name and extension of the caller and will contact the caller when a circuit is available.

V. FACSIMILE SERVICES TO UNITED NATIONS OFFICES AT GENEVA, VIENNA, SANTIAGO, BANGKOK, UNESCO (PARIS), UNICEF (NEW YORK), UNFPA (NEW YORK) AND UNDP (NEW YORK)

11. Facsimile calls can be placed from Headquarters to United Nations offices at Geneva, Vienna, Santiago, Bangkok, UNESCO (Paris), UNICEF (New York), UNFPA (New York) and UNDP (New York) by dialling the access code of the respective office as indicated below, waiting for the remote dial tone and then dialling the remote facsimile number.

United Nations Office at Geneva	66 + facsimile extension
United Nations Office at Vienna	68 + facsimile extension
ECLAC (Santiago)	29 + facsimile extension
ESCAP (Bangkok)	61 + facsimile extension
UNESCO (Paris)	62 + facsimile extension
UNICEF (New York)	5 + facsimile extension
UNFPA (New York)	63 + facsimile extension
UNDP (New York)	4 + facsimile extension

VI. FACSIMILE SERVICES TO OTHER OFFICES AT GENEVA, VIENNA, SANTIAGO, BANGKOK AND UNESCO (PARIS)

12. Facsimile calls to offices in Geneva outside the Palais des Nations such as ILO, WHO, UNHCR and ITC can be made as follows:

(a) Dial 66 and wait for the dial tone from the United Nations Office at Geneva telephone exchange;

(b) Dial the appropriate digit from the list below for the desired office and wait for the dial tone:

ILO	6
WHO	7
UNHCR	8
ITC	9

(c) Dial the facsimile extension.

13. Facsimile calls to other offices at Geneva outside the Palais des Nations can be made as follows:

(a) Dial 66 and wait for the United Nations Office at Geneva telephone exchange;

(b) Dial "0" and wait for the dial tone from the city exchange;

(c) Dial the seven-digit Geneva facsimile number.

14. Facsimile calls to Vienna outside the Vienna International Centre can be made as follows:

(a) Dial 68 and wait for the dial tone from the Vienna International Centre exchange;

(b) Dial "0" and wait for the dial tone from the city exchange;

(c) Dial the six or seven-digit Vienna facsimile number.

15. Facsimile calls to Santiago outside the ECLAC office can be made as follows:

(a) Dial 29 and wait for the dial tone from the ECLAC exchange;

(b) Dial 9 and wait for the dial tone from the city exchange;

(c) Dial the seven-digit Santiago facsimile number.

16. Facsimile calls to Bangkok outside the ESCAP office can be made as follows:

(a) Dial 61 and wait for the dial tone from the ESCAP telephone exchange;

(b) Dial "0" and wait for the dial tone from the city telephone exchange;

(c) Dial the seven-digit Bangkok facsimile number.

17. Facsimile calls to Paris outside the UNESCO office can be made as follows:

(a) Dial 62 and wait for the dial tone from the UNESCO exchange;

(b) Dial "0" and wait for the dial tone from the city exchange;

(c) Dial the eight-digit Paris facsimile number.

18. The present circular supersedes information circular ST/IC/1992/28.